

City of Lodi Title VI Program & Language Assistance Plan

*GrapeLine Fixed Route, Dial-A-Ride &
VineLine Systems*

2013



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City of Lodi Title VI Program GrapeLine Fixed Route, Dial-A-Ride, and VineLine Systems

Plan Statement:

The City of Lodi operates GrapeLine Fixed Route, Dial-a-Ride, and VineLine ADA paratransit services in the Lodi area. As a condition of receiving Federal Transit Administration (FTA) financial assistance from the U.S. Department of Transportation (DOT) to operate these services, transit agencies must ensure that their programs, policies, and activities comply with DOT's Title VI regulations. The following program was developed to guide the City of Lodi in its administration and management of Title VI-related activities, and details how the City of Lodi meets the requirements as set forth in FTA Circular 4702.1B.

Section 601 under Title VI of the Civil Rights Act of 1964 states the following:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Policy:

City of Lodi is committed to ensuring that no person on the basis of race, color, or national origin will be excluded from participation or subjected to discrimination in the level and quality of transit services or related benefits provided by the City of Lodi's employees, affiliates, and contractors.

Governing Board:

The governing board for City of Lodi's transit system is made up of five elected members of the Lodi City Council.

General Reporting Requirements:

Chapter III of FTA Circular 4702.1B addresses the general reporting requirements for recipients and sub-recipients of Federal Transit Administration (FTA) funding to ensure that their activities comply with DOT Title VI regulations. Below are summaries of each requirement and how the City of Lodi's Title VI Program fulfills that requirement.

1. REQUIREMENT TO PROVIDE TITLE VI ASSURANCES.

In accordance with 49 CFR Section 21.7(a), every application for financial assistance from FTA must be accompanied by an assurance that the applicant will carry out the program in compliance with DOT's Title VI regulations. This requirement shall be fulfilled when the applicant/recipient submits its annual certifications and assurances to FTA.

City of Lodi annually submits its Certifications and Assurances to FTA.

The City has also collected Title VI assurances from its sub-recipient, Galt, prior to passing through FTA funds. As of July 1, 2012, City of Galt is no longer in Lodi's urbanized area. City of Lodi only provides oversight through the life of the current grant (CA-96-X052). After the grant

close-out, the City of Lodi is no longer obligated to provide oversight to the City of Galt's Title VI Program.

2. REQUIREMENT TO PREPARE AND SUBMIT A TITLE VI PROGRAM.

FTA requires that all direct and primary recipients document their compliance with DOT's Title VI regulations by submitting a Title VI Program to their FTA regional civil rights officer once every three years or as otherwise directed by FTA. For all recipients (including sub-recipients), the Title VI Program must be approved by the recipient's board of directors or appropriate governing entity or official(s) responsible for policy decisions prior to submission to FTA. Sub-recipients shall submit Title VI Programs to the primary recipient from whom they receive funding in order to assist the primary recipient in its compliance efforts.

City of Lodi's City Council will approve this Title VI Program by resolution. The effective date will be the date of the resolution.

City of Lodi's sub-recipient, Galt, receives federal funding through City of Lodi, Caltrans Division of Mass Transportation, and Sacramento Regional Transit District. Sacramento Department of Transportation (SacDOT) administers Galt's transit service and receives the Caltrans portion of funding. SacDOT has been charged with producing the Title VI Program for Galt and will forward copies of its Title VI Civil Rights Program, as approved by Sacramento County Board of Supervisors, to the City of Lodi.

As stated previously, as of July 1, 2012, City of Galt is no longer in Lodi's urbanized area. City of Lodi will only be required to provide oversight through the life of the current grant (CA-96-X052). After the grant close-out, the City of Lodi is no longer obligated to provide oversight to the City of Galt's Title VI Program.

3. REQUIREMENT TO NOTIFY BENEFICIARIES OF PROTECTION UNDER TITLE VI

The Title VI Program shall include recipient's Title VI notice to the public that indicates the recipient complies with Title VI, and informs members of the public of the protections against discrimination afforded to them by Title VI. Include a list of locations where the notice is posted.

**City of Lodi has developed a public Title VI Notice to Beneficiaries following the guidelines of Circular FTA C 4702.1B, Appendix B. A copy of this notice is found in [Appendix 1](#) of this Title VI Program. The notice is displayed at Lodi Transit Station on the front window of the dispatch building and on the customer window of the lobby, on all buses, and at Lodi City Hall and Finance Department. The notice is also posted on the following website:
www.lodi.gov/transit.**

4. REQUIREMENT TO HAVE TITLE VI COMPLAINT PROCEDURES AND A COMPLAINT FORM

All recipients shall develop procedures for investigating and tracking Title VI complaints filed against them and make their procedures for filing a complaint available to members of the public. Recipients must also develop a Title VI complaint form, and the form and procedure for filing a complaint shall be available on the recipient's website.

City of Lodi has developed a Title VI complaint procedure and form. In this Title VI Program, [Appendix 2](#) outlines the City's Title VI Complaint Procedures, and [Appendix 3](#) is a copy of the City's Title VI Complaint form.

The complaint procedures and form are available in English and Spanish on the City's transit webpage, www.lodi.gov/transit. Individuals who do not have access to the internet may request that the City mail them a paper copy of the procedures and form.

5. REQUIREMENT TO RECORD AND REPORT TRANSIT-RELATED TITLE VI INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

In order to comply with the reporting requirements of 49 CFR Section 21.9(b), FTA requires all recipients to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin: active investigations conducted by entities other than FTA; lawsuits; and complaints naming the recipient. This list shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegation(s); the status of the investigation, lawsuit, or complaint; and actions taken by the recipient in response, or final findings related to, the investigation, lawsuit, or complaint.

City of Lodi will maintain a list of all investigations, lawsuits and complaints naming City of Lodi according to the guidelines of Circular FTA C 4702.1B, Appendix E. A copy of this list is provided in [Appendix 4](#) of this Title VI Program. In addition, the City will maintain permanent records of all related documents. The City of Lodi has not received any Title VI complaints of discrimination and therefore does not have any investigations or lawsuits to report, however the processes are in place in the instance that complaints are made.

6. REQUIREMENT TO PROMOTE INCLUSIVE PUBLIC PARTICIPATION

The content and considerations of Title VI, the Executive Order on LEP, and the DOT LEP Guidance shall be integrated into each recipient's established public participation plan or process (i.e., the document that explicitly describes the proactive strategies, procedures, and desired outcomes that underpin the recipient's public participation activities).

City of Lodi's public participation policy is shown in [Appendix 5](#) of this Title VI Program. The City of Lodi ensures that minority and LEP populations, as with all members of the public, will be empowered to participate in decisions involved with the City of Lodi's transit system.

7. REQUIREMENT TO PROVIDE MEANINGFUL ACCESS TO LEP PERSONS.

Consistent with Title VI of the Civil Rights Act of 1964, DOT's implementing regulations, and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" (65 FR 50121, Aug. 11, 2000), recipients shall take reasonable steps to ensure meaningful access to benefits, services, information, and other important portions of their programs and activities for individuals who are limited-English proficient (LEP).

Please see the City of Lodi [Language Assistance Plan](#) attached to this Title VI Program. The City of Lodi's Four Factor Analysis and action plan are contained therein.

8. MINORITY REPRESENTATION ON PLANNING AND ADVISORY BODIES.

Title 49 CFR Section 21.5(b)(1)(vii) states that a recipient may not, on the grounds of race, color, or national origin, "deny a person the opportunity to participate as a member of a planning, advisory, or similar body which is an integral part of the program." Recipients that have transit-related, non-elected planning boards, advisory councils or committees, or similar committees, the membership of which is selected by the recipient, must provide a table depicting the racial breakdown of the

membership of those committees, and a description of efforts made to encourage the participation of minorities on such committees.

City of Lodi does not have a non-elected transit board or advisory council, however in the event that one were established, the City would ensure proper minority representation on such board or council. [Appendix 6](#) shows the City's draft 'Table Depicting Minority Representation on Committees and Councils Selected by City of Lodi'.

9. REQUIREMENT TO PROVIDE ASSISTANCE TO SUBRECIPIENTS

Title 49 CFR Section 21.9(b) states that if "a primary recipient extends Federal financial assistance to any other recipient, such other recipient shall also submit such compliance reports to the primary recipient as may be necessary to enable the primary recipient to carry out its obligations under this part." Primary recipients should assist their subrecipients in complying with DOT's Title VI regulations, including the general reporting requirements. Assistance shall be provided to the subrecipient as necessary and appropriate by the primary recipient.

City of Lodi will continue to provide relevant information to its subrecipient, Galt, including the following items as necessary:

- a. Sample Notices to the public informing beneficiaries of their rights under DOT's Title VI regulations, procedures on how to file a Title VI complaint, and City of Lodi's Title VI Complaint form.**
- b. Sample procedures for tracking and investigating Title VI complaints filed with Galt, and when City of Lodi expects Galt to notify City of Lodi of complaints received.**
- c. Demographic information on the race and English proficiency of residents served by Galt. This information will assist Galt in assessing the level and quality of service it provides to communities within its service area and in assessing the need for language assistance.**
- d. Other data such as travel patterns and surveys obtained by City of Lodi that will assist Galt in complying with Title VI.**

As stated previously, as of July 1, 2012, City of Galt is no longer in Lodi's urbanized area. City of Lodi only provides oversight through the life of the current grant (CA-96-X052). After the grant close-out, the City of Lodi is no longer obligated to provide oversight to the City of Galt's Title VI Program.

10. REQUIREMENT TO MONITOR SUBRECIPIENTS

In accordance with 49 CFR 21.9(b), and to ensure that subrecipients are complying with the DOT Title VI regulations, primary recipients must monitor their subrecipients for compliance with the regulations. Importantly, if a subrecipient is not in compliance with Title VI requirements, then the primary recipient is also not in compliance. Primary recipients shall include a description of how the agency monitors its subrecipients for compliance with Title VI, and a schedule of subrecipient Title VI Program submissions.

In order to ensure that its sub-recipient, Galt, is in compliance with Title VI requirements, the City of Lodi will do the following:

1. Document that Galt is complying with the general reporting requirements of FTA Circular 4702.1B.

City of Lodi's sub-recipient, Galt, receives federal funding through City of Lodi, Caltrans Division of Mass Transportation, and Sacramento Regional Transit District. Sacramento Department of Transportation (SacDOT) administers Galt's transit service and receives the Caltrans portion of funding. SacDOT has been charged with producing the Title VI Program for Galt and will forward copies of its Title VI Civil Rights Program, as approved by Sacramento County Board of Supervisors, to the City of Lodi.

The City of Galt's Title VI Program was approved by the Sacramento County Board of Supervisors on June 4, 2013.

The City of Lodi will ensure that City of Galt is meeting all other Title VI reporting requirements.

2. Collect electronic file of Galt's Title VI Program and review programs for compliance. The City has collected and reviewed all documents in the City of Galt's Title VI program, which was approved by Board Resolution June 4, 2013. SacDOT will upload Galt's program in TEAM-Web.
3. At the request of FTA, in response to a complaint of discrimination, or as otherwise deemed necessary by City of Lodi, the City shall request that Galt verify that their level and quality of service is provided on an equitable basis. Because Galt runs fixed route service, it is also responsible for reporting as outlined in Chapter IV of FTA Circular 4702.1B.

Again, City of Lodi is only responsible for monitoring City of Galt through the life of the current grant (CA-96-X052). Following the grant closure, the City will no longer be obligated to provide oversight to the City of Galt's Title VI Program.

11. DETERMINATION OF SITE OR LOCATION OF FACILITIES.

Title 49 CFR Section 21.9(b)(3) states, "In determining the site or location of facilities, a recipient or applicant may not make selections with the purpose or effect of excluding persons from, denying them the benefits of, or subjecting them to discrimination under any program to which this regulation applies, on the grounds of race, color, or national origin; or with the purpose or effect of defeating or substantially impairing the accomplishment of the objectives of the Act or this part." Title 49 CFR part 21, Appendix C, Section (3)(iv) provides, "The location of projects requiring land acquisition and the displacement of persons from their residences and businesses may not be determined on the basis of race, color, or national origin." For the purposes of this requirement, "facilities" does not include bus shelters, as these are transit amenities and are covered in Chapter IV, nor does it include transit stations, power substations, etc. as those are evaluated during project development and the NEPA process. Facilities included in this provision include, but are not limited to, storage facilities, maintenance facilities, operations centers, etc.

The City of Lodi will ensure that both environmental analysis and Title VI environmental justice requirements are incorporated into the scope of work for all facilities projects.

1. **City of Lodi will complete a Title VI equity analysis during the planning stage with regard to where a project is located or sited to ensure the location is selected without regard to race, color, or national origin. City of Lodi will engage in outreach to persons potentially impacted by the siting of facilities. The Title VI equity analysis will compare the equity impacts of various siting alternatives, and the analysis will occur before selection of the preferred site.**
 2. **When evaluating locations of facilities, City of Lodi will give attention to other facilities with similar impacts in the area to determine if any cumulative adverse impacts might result. Analysis will be done at the Census tract or block group where appropriate to ensure that proper perspective is given to localized impacts.**
 3. **If City of Lodi determines that the location of the project will result in a disparate impact on the basis of race, color, or national origin, City of Lodi will only locate the project in that location if there is a substantial legitimate justification for locating the project there, and where there are no alternative locations that would have a less disparate impact on the basis of race color or nation origin. City of Lodi will show how both tests are met and will consider and analyze alternatives to determine whether those alternatives would have less of a disparate impact on the basis of race, color, or national origin, and then implement the least discriminatory alternative.**
12. REQUIREMENT TO PROVIDE ADDITIONAL INFORMATION UPON REQUEST.
FTA may request, at its discretion, information other than that required by this Circular from a recipient in order for FTA to investigate complaints of discrimination or to resolve concerns about possible noncompliance with DOT's Title VI regulations.

City of Lodi will fully cooperate with any FTA investigation of discrimination complaints to the extent required by Title VI regulations.

REQUIREMENTS FOR FIXED ROUTE TRANSIT PROVIDERS:

Chapter IV of FTA Circular 4702.1B discusses the additional reporting requirements for recipients of FTA funding (including their sub-recipients) that operate fixed route transit service, in order to ensure that the agency complies with DOT Title VI regulations. The requirements only apply to fixed route service, not demand response service. Per Circular 4702.1B definitions, "Fixed route refers to public transportation service provided in vehicles operated along pre-determined routes according to a fixed schedule."

City of Lodi operates five regular weekday fixed routes, four weekday express routes, and four weekend routes. All regular weekday and weekend routes are provided on 1-hour headways. Express Routes run on an average of 30 min headways.

City of Lodi qualifies for a reduced level of Chapter IV reporting. If a fixed route transit provider does not operate 50 or more fixed route vehicles in peak service and is not located in an Urbanized Area (UZA) of 200,000 or more in population, the transit provider is only required to set system-wide standards and policies. Please refer to the City of Lodi's System-Wide Service Standards ([Appendix 7](#)) and System-Wide Service Policies ([Appendix 8](#)).



Appendix 1: Title VI Notice to Beneficiaries

The City of Lodi operates its programs and services without regard to race, color and national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the City of Lodi.

For more information on the City of Lodi's civil rights program and the procedures to file a complaint, contact (209)333-6706; go online at www.lodi.gov/transit; or visit our administrative office at 221 W. Pine Street, Lodi, CA 95240.

A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington DC 20590.

If information is needed in another language, contact (209)333-6706.

Si se necesita información en otro idioma, llame al (209) 333-6706.

معلومات دوسری زبان میں کی ضرورت ہے تو، (209) 333-6706 سے رابطہ کریں۔



Appendix 2: Title VI Complaint Procedures

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the City of Lodi Transit System (hereinafter referred to as "City") may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. The City of Lodi investigates complaints received no more than 180 days after the alleged incident. The City will process complaints that are complete.

All Title VI and related statute complaints are considered formal- there is no informal process. Complaints must be in writing and signed by the complainant on the form provided. Complaints must include the complainant's name, address and phone number and be detailed to specify all issues and circumstances of the alleged discrimination. Allegations must be based on issues involving race, color or national origin. Title VI Complaints of discrimination may be filed with:

City of Lodi
Attn: Title VI Coordinator
221 West Pine Street
P.O. Box 3006
Lodi, CA 95241-1910

Once the complaint is received, the City will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by the City.

The City has 30 days to investigate the complaint. If more information is needed to resolve the case, the City may contact the complainant. The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case. If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the City can administratively close the case. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

After the investigator reviews the complaint, she/he will issue one of two letters to the complainant: a closure letter or a letter of finding (LOF). A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed. An LOF summarizes the allegations and the interviews regarding the alleged incident and explains whether any disciplinary action, additional training of the staff member, or other action will occur. If the complainant wishes to appeal the decision, she/he has 30 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.



Appendix 3: Title VI Complaint Form

Section 601 under Title VI of the Civil Rights Act of 1964 states that "No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." **If you feel you have been discriminated against, please provide the following information in order to assist the City in processing your complaint.**

SECTION 1 (Please print clearly):

Name: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____ (Home) _____ (Work)

Accessible format requirements? ____ (Large print) ____ (Audiotape) ____ (TDD) ____ (Other)

SECTION 2

Are you filing this complaint on your own behalf? ____ (Yes) ____ (No)

If you answered yes to this question, go to Section 3.

If not, please supply the name and relationship of the person for whom you are complaining:

Name: _____ Relationship: _____

Please explain why you have filed for a third party: _____

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of the third party. ____ (Yes) ____ (No)

SECTION 3

I believe the discrimination I experienced was based on (check all that apply):

____ Race ____ Color ____ National Origin

Date and Place of Occurrence: _____

Name (s) and Title(s) of the person (s) who I believe discriminated against me:

The action or decision which caused me to believe I was discriminated against is as follows:

(Please include a description of what happened and how your benefits were denied, delayed or affected):

Please list any and all witnesses' names and phone numbers:

What type of corrective action would you like to see taken?

SECTION 4

Have you previously filed a Title VI complaint with this agency? ____ (Yes) ____ (No)

SECTION 5

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State Court? ____ (Yes) ____ (No)

If yes, check all that apply:

Federal Agency ____ Federal Court ____ State Agency ____ State Court ____ Local Agency ____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____ Title: _____

Agency: _____

Address: _____

Telephone Number: _____

You may attach any written materials or other information that you think is relevant to your complaint.

I believe the above information is true and correct to the best of my knowledge.

Signature and date required below:

Signature

Printed Name

Date

Please submit this form in person at the address below or mail this form to:

City of Lodi Title VI Coordinator

221 West Pine Street

P.O. Box 3006

Lodi, CA 95241-1910



Appendix 4: List of Transit-Related Title VI Investigations, Complaints, and Lawsuits

Per FTA Circular 4702.1B, “all recipients are required to prepare and maintain a list of any of the following that allege discrimination on the basis of race, color, or national origin”:

- Active investigations conducted by FTA and entities other than FTA
- Lawsuits; and
- Complaints naming the recipient

Thus far, the City of Lodi has not received Title VI Investigations, Complaints or Lawsuits. Below is the list that will be used for tracking these incidents:

Investigations, Lawsuits and Complaints

	Date (Month, Day, Year)	Summary (Include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
Investigations				
1.	N/A			
2.	N/A			
Lawsuits				
1.	N/A			
2.	N/A			
Complaints				
1.	N/A			
2.	N/A			



Appendix 5: Public Participation Plan

The following public participation procedures are in place to ensure that minority and Limited English Proficiency (LEP) populations are included in decisions related to service reductions, fare increases, and Program of Projects (POP).

A major change in service includes:

- Reduction in total system vehicle hours of 10% or more.
- Elimination of service in an area with population of 2,000 or more.
- Elimination of service on one or more days of the week.
- Changing the type of transit service in an area with population of 2,000 or more.

A fare increase includes:

- Increase in single ride fare for any transit service including other fare categories
- Decrease in the discounts offered for fare categories.

Process

For any major service change or any fare increase as defined above, the City of Lodi will schedule a public hearing to present the proposed change(s) and obtain public comment. In addition, the City will present the proposed changes and request comments at the Social Services Transportation Advisory Committee (SSTAC) public meeting, held at the offices of San Joaquin Council of Governments (SJCOG). The SSTAC is made up of members who represent a wide range of riders including minority, low income, senior, and disabled passengers, as well as transit agency representatives. These members share the information provided at the SSTAC meeting with their constituents.

The primary source of service and fare changes will be the Short Range Transit Plan and its approval will fulfill these requirements. The public hearing will be scheduled at a time and place accessible and convenient for the general public to attend. Legal notice of the public hearing will be published in a local newspaper of general distribution at least 30 calendar days prior to the public hearing. Additional notices will be placed on transit vehicles and on the City's transit webpage (www.lodi.gov/transit). Notices will be provided in English and Spanish and interpretation services will be available for the public hearing.

A staff person will record and prepare formal minutes of the public hearing. In addition, written or verbal comments will be accepted for at least one week following the public hearing. Comments will be evaluated and incorporated into the recommendation and decision regarding the fare increase or service change.

Legal notices and press releases and/or advertising of the pending changes will be published in a local newspaper of general distribution at least 30 calendar days prior to implementation of the fare increase or service change.

Program of Projects

San Joaquin Council of Governments (SJCOG) is the Metropolitan Planning Organization for San Joaquin County. The City of Lodi relies on SJCOG's public participation process to satisfy its public participation requirements for the Program of Projects (POP). SJCOG has a Public Participation Plan which was adopted by the SJCOG Board on May 26, 2011. SJCOG provides outreach to a number of minority and Limited English Proficient organizations, including but not limited to:

African American Chamber of Commerce of San Joaquin County
Asian Pacific Self-Development Residential Association
California Miwok Tribe
California Tribal Partnership
Candelaria American Indian Council
Central Valley Asia-American Chamber of Commerce
El Concilio (Council for the Spanish-Speaking)
Lao Family Community of Stockton, Inc.
Lao Khmu Association, Inc.
NAACP, Stockton Branch
San Joaquin Hispanic Chamber of Commerce
United Cambodian Families
Vietnamese Voluntary Foundation (VIVO)

The City of Lodi will work with these organizations, as well, as part of its outreach.

Outreach Efforts

Since the City of Lodi's submission of its last Title VI Program, the City has not had a major service change or fare increase. However, the City has provided outreach to Limited English Proficient populations by providing the following:

- "Language Identification Flash cards" at public meetings and with reservationists at Lodi Transit Station.
- Google Translate services on the City's transit website (www.lodi.gov/transit)
- Google Translate tool on reservationist computers
- "LanguageLine" phone translation services



Appendix 6: Table Depicting Minority Representation on Committees and Councils Selected by City of Lodi

The City of Lodi transit system does not have transit-related, non-elected planning boards, advisory councils, or committees, or similar bodies, the membership of which is selected by the City of Lodi. Below is a table that the City of Lodi would use in the event that it committees and councils were selected by City of Lodi. The City would strongly encourage participation of minorities on such committees.

Membership of Boards, Councils, and Committees Broken Down by Race

Body	Caucasian	Latino	African American	Asian American	Native American
Population	<i>To be completed when applicable.</i>				
Non-elected Planning Board					
Advisory Council					
Committee					



Appendix 7: System-Wide Service Standards

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop *quantitative* standards for the following indicators that are applicable specifically to the transit provider's system. They apply agency-wide rather than industry-wide.

1. Vehicle load for each mode

Vehicle load can be expressed as a ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point.

The City of Lodi will strive to have vehicle loads not exceed vehicles' achievable capacities, which are 17 seats for 24 foot buses, 30 seats for 32 foot buses and 44 seats for the trolley. Standing passenger capacity can range for each type of vehicle. Regular weekday and weekend routes have historically had very few standing passengers. During peak times, Express Routes may require a high number of standees due to higher ridership numbers.

1. GrapeLine Weekday Route peak and off peak load= 1.0 (30 passengers for 30 seats on EZ riders; 17 passengers for 17 seats on 24 foot cutaway vehicles; no standees)
2. GrapeLine Express Route peak load= 2.7 (Average of 45 passengers for 17 seats on cutaway buses= 28 standees)
3. GrapeLine Express Route off-peak load= 1.0 (17 passengers for 17 seats on cutaway buses; no standees)
4. GrapeLine Weekend Route peak and off-peak load= 1.0 (30 passengers for 30 seats on EZ riders; no standees)

2. Vehicle headways for each mode

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines. Vehicle headways are measured in minutes; service frequency is measured in vehicles per hour. Headways and frequency of service are general indications of service provided along a route.

City of Lodi's fixed route vehicle headways are every 1.0 hour for regular weekday and weekend service; therefore vehicle frequency per route during weekdays and weekends is 1.0 vehicle per hour. This applies to both peak and off-peak service.

In August of 2011, the City of Lodi changed regular weekday routes from 45 minute to 1 hour headways. Weekend routes were changed from 45 minute to 1 hour headways in April of 2013. Although this has lowered the frequency of buses, it has been well received by passengers and drivers alike. For regular weekday and weekend routes, buses leave from Lodi station every hour on the half hour and leave from the transit hub at Lower Sacramento Road and Kettleman Lane on

the hour. Passengers appreciate the ease of knowing when the next bus will be arriving and leaving.

Weekday Express routes, which run in the morning and afternoon, operate during the busiest times of the day and serve work and school commuters. Morning times are from 6:10am to 7:46am; afternoon times are from 2:15pm to 3:26pm.

Express 1 AM: 35 minute headways, 2 vehicles per hour frequency (3 runs)
Express 1 PM: 35 minute headways, 2 vehicles per hour frequency (2 runs)
Express 2 AM: 26 minute headways, 3 vehicles per hour frequency (4 runs)
Express 2 PM: 32 minute headways, 2 vehicles per hour frequency (2 runs)
Express 6 AM: 33 minute headways, 2 vehicles per hour frequency (3 runs)
Express 6 PM: 30 minute headways, 2 vehicles per hour frequency (2 runs)
Express 7 AM: 29 minute headways, 2 vehicles per hour frequency (3 runs)
Express 7 PM: 27 minute headways, 2 vehicles per hour frequency (2 runs)

Average is 31 minute headways and 2.1 vehicles per hour frequency.

City of Lodi will look at increasing frequency and shortening headway times in the future on routes that have higher loads.

3. On-time performance for each mode

On-time performance is a measure of runs completed as scheduled.

Below are City of Lodi's performance standards for all fixed routes, per the transit operations contract:

On-Time Departures:

City buses shall depart no more than 5 minutes late from any scheduled and published departure time. Contractor shall strive to meet a minimum of 95% of bus departures within zero to 5 minutes after published or scheduled time points.

Operating Ahead of Schedule:

No bus shall depart a designated time point prior to its scheduled departure time.

Missed Trips:

Contractor shall, at a minimum, complete 100% of all scheduled trips on a monthly basis. Any fixed route trip operating 15 minutes or more behind the scheduled time shall be considered a "missed trip".

Failure to Pick up Passenger:

Contractor shall not fail to pick up any passenger waiting at a designated bus stop.

4. Service availability for each mode

Service availability is a general measure of the distribution of routes within a transit provider's service area.

Seventy-five (75) percent of all residents in the service area will be within a one-quarter mile walk of all regular Weekday, Express and Weekend transit bus stops.



Appendix 8: System-Wide Service Policies

The Federal Transit Administration (FTA) requires that all fixed route public transit providers develop *qualitative* standards for the following indicators that are applicable specifically to the transit provider's system. They apply agency-wide rather than industry-wide.

Transit Amenities Policy

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system. This requirement applies after a transit provider has decided to fund an amenity. Transit amenities may include: seating (benches, seats at stops/stations); bus shelters; printed information (signs, system maps, schedules; digital equipment ie: NextBus software; Waste receptacles including trash and recycling).

City of Lodi determines equitable locations of all transit amenities throughout the City. Locations of bus stop improvements including benches, bus shelters, trash cans, recycling containers, etc. are distributed equitably throughout all routes. Bus stop improvements will be given priority at locations that receive higher numbers of boardings and alightings or may need ADA-improvements, but these will be made on a variety of routes throughout the City during each improvement cycle.

Vehicle Assignment Policy

Vehicle assignment refers to the process by which transit vehicles are placed into service in depots and on routes throughout the transit provider's system.

Transit vehicles in Lodi will be assigned to routes based on ridership, type of route, and operating characteristics of buses, including bus length and turning radius.

Routes with lower ridership or that require tight turns on narrow streets may be assigned cutaway (24 foot) buses rather than the larger 32 foot buses, while Route 2/22 will frequently be assigned a large bus to accommodate ridership.

City of Lodi will maintain its fleet and replace vehicles as required by FTA's minimum service life policy (10 years or 350,000 miles for 32 foot buses; 5 years or 150,000 miles for cutaway/24 foot) buses. Distribution of vehicles throughout the fixed route system will not be based on age/condition but rather the needs for that particular route.

All large buses are equipped with wheelchair ramps and smaller cutaway buses are equipped with lifts. In addition, all buses have bike racks and air conditioning.



Appendix 9: Employee Education Form

Title VI Policy

No person shall, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.

All employees of the City and its affiliates are expected to consider, respect, and observe this policy. Citizen questions or complaints shall be directed to City of Lodi Title VI Coordinator.



Appendix 10: Acknowledgement of Receipt of Title VI Plan

I hereby acknowledge receipt of the City of Lodi's Title VI Plan. I have read the plan and am committed to ensuring that no person is excluded from participation in, or denied the benefits or services delivered by the City on the basis of race, color, or national origin, as protected by Title VI.

Your signature

Print your name

Date



Appendix 11: Letter Acknowledging Receipt of Title VI Complaint

Today's Date

Ms. Jane Doe
1234 Main St.
Lodi, CA 95240

Dear Ms. Doe:

This letter is to acknowledge receipt of your complaint against the City of Lodi alleging

An investigation will begin shortly. If you have additional information you wish to convey or questions concerning this matter, please feel free to contact this office by telephoning (209) 333-6706, or write to:

City of Lodi Public Works Dept.
Attn: Title VI Coordinator
PO Box 3006
Lodi CA 95241-1910

Sincerely,

City of Lodi Title VI Coordinator



Appendix 12: Letter of Finding (Notifying Complainant that Complaint Is Substantiated)

Today's Date

Ms. Jane Doe
1234 Main St.
Lodi, CA 95240

Dear Ms. Doe:

The matter referenced in your letter of _____ (date) against the City of Lodi alleging a Title VI violation has been investigated.

(An/Several) apparent violation(s) of Title VI of the Civil Rights Act of 1964, including those mentioned in your letter (was/were) identified. Efforts are underway to correct these deficiencies.

Thank you for calling this important matter to our attention. You were extremely helpful during our review of this matter. ***(If a hearing is requested, the following sentence may be appropriate.)*** You may be hearing from this office, or from Federal authorities, if your services should be needed during the administrative hearing process.

Sincerely,

City of Lodi Title VI Coordinator



Appendix 13: Closure Letter (Notifying Complainant that the Complaint Is Not Substantiated)

Today's Date

Ms. Jane Doe
1234 Main St.
Lodi, CA 95240

Dear Ms. Doe:

The matter referenced in your complaint of _____ (date) against the City of Lodi alleging _____ has been investigated.

The results of the investigation did not indicate that the provisions of Title VI of the Civil Rights Act of 1964, have in fact been violated. As you know, Title VI prohibits discrimination based on race, color, or national origin in any program receiving Federal financial assistance.

The City has analyzed the materials and facts pertaining to your case for evidence of the City's failure to comply with any of the civil rights laws. There was no evidence found that any of these laws have been violated.

I therefore advise you that your complaint has not been substantiated, and that I am closing this matter in our files.

You have the right to appeal this decision within thirty calendar days of receipt of this final written decision from the City.

Thank you for taking the time to contact us. If I can be of assistance to you in the future, do not hesitate to contact me.

Sincerely,

City of Lodi Title VI Coordinator



City of Lodi Language Assistance Plan

Background

The purpose of this Language Assistance Plan is to clarify the responsibilities of the City of Lodi, as a recipient of federal financial assistance from the U.S. Department of Transportation (DOT), to persons with limited English proficiency (LEP), pursuant to Title VI of the Civil Rights Act of 1964 and implementing regulations. It was prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d, et seq., and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives federal financial assistance.

Executive Order 13166

Executive Order 13166 "Improving Access to Services for Persons With Limited English Proficiency," reprinted at 65 FR 50121 (August 11, 2000), directs each Federal agency that is subject to the requirements of Title VI to publish guidance for its respective recipients clarifying that obligation. Executive Order 13166 further directs that all such guidance documents be consistent with the compliance standards and framework detailed in the Department of Justice's (DOJ's) Policy Guidance entitled "Enforcement of Title VI of the Civil Rights Act of 1964--National Origin Discrimination Against Persons With Limited English Proficiency." (See 65 FR 50123, August 16, 2000 DOJ's General LEP Guidance). Different treatment based upon a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

Executive Order 13166 applies to all federal agencies and all programs and operations of entities that receive funding from the federal government, including state agencies, local agencies and governments (such as City of Lodi), private and non-profit entities, and sub-recipients.

Plan Summary

The City of Lodi has developed this Language Assistance Plan (LAP) to help identify reasonable steps to provide language assistance for LEP persons who seek meaningful access to City of Lodi services as required by Executive Order 13166. As defined by this order, a person with Limited English Proficiency is one who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English.

This plan details procedures for identifying a person who may need language assistance, the ways in which assistance may be provided, staff training, how to notify LEP persons that assistance is available, and potential future updates to the plan.

Four Factor Analysis

The U. S. Department of Transportation (DOT) issued its Policy Guidance Concerning Recipient's Responsibilities to Limited English Proficient (LEP) Persons [Federal Register: December 14, 2005 (Volume 70, Number 239)]. This policy states that DOT recipients are required to take reasonable steps to ensure meaningful access to programs by LEP persons. This coverage extends to the recipient's entire program.

There are four factors for agencies to consider when assessing language needs and determining what steps they should take to ensure access for LEP persons, regardless of whether or not the agency chooses not to prepare a written LEP plan. A brief description of the self-assessment undertaken in each of these areas follows.

In developing the plan, the City of Lodi undertook a Four Factor Analysis as required by U.S. DOT. This considers the following factors:

- 1) The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Lodi.
- 2) The frequency with which LEP persons come into contact with City of Lodi programs, activities, or services;
- 3) The nature and importance of the programs, activities or services provided by the City of Lodi to the population; and
- 4) The resources available to the City of Lodi for LEP outreach, as well as the costs associated with that outreach.

A summation of these considerations is provided in the following section.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the City of Lodi.

In order to understand the proportion of LEP persons eligible to be served or likely to be encountered by the City of Lodi, the City examined the *2007-2011 American Community Survey 5-Year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 years and Over*; *2009-2011 American Community Survey 3-Year Estimates: Selected Social Characteristics in the United State*; and the *State & County Quick Facts for Lodi (city), California*.

State & County QuickFacts for Lodi (city), showed a 2012 population 63,301. Per the *2009-2011 American Community Survey 3-Year Estimates*, the population 5 years and over is 58,183, or 91.9% of the population.

Using the percentages in “Languages Spoken At Home” from the *2009-2011 American Community Survey 3-Year Estimates*, the City of Lodi has determined the following about the City’s population over age 5 in the service area:

- 67.5% or 39,289 people speak English only.
- Approximately 32.5% or 18,894 people speak a language other than English. 15.6% or an estimated 9,070 people speak English less than “very well”.
- The largest proportion of non-English speaking language groups is Spanish: 25.3% or an estimated 14,735 people speak Spanish and 11.8% or 6,879 of this language group speak English less than “very well”.
- 4.2% or an estimated 2,451 people speak Other Indo-European languages, and of these 2.2% or 1,307 people speak English less than “very well”.
- 2.0% or an estimated 1,163 people speak Asian and Pacific Island languages, and of these 1.2% or 682 people speak English less than “very well”.

(See; and Appendix LAP-1: 2009-2011 American Community Survey 3-year Estimates: Lodi, CA and State & County QuickFacts for Lodi (city), California)

DOT has adopted Department of Justice's Safe Harbor Provision, which outlines circumstances that can provide a "safe harbor" for recipients regarding translation of written materials for LEP populations.

"The 'Safe Harbor Provision' as defined by Department of Justice, stipulates that if a recipient provides written translation of vital documents for each eligible LEP language group that constitutes five percent (5%) or 1,000 persons, whichever is less, of the total population of persons eligible to be served or likely to be encountered, then such action will be considered strong evidence of compliance with the recipient's written translation obligations."

The City further examined specific languages using the 2007-2011 American Community Survey 5-Year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over. This data allowed the City to determine whether or not those speaking languages other than Spanish fall under the 'Safe Harbor Provision'. Please refer to Appendix LAP-2: 2007-11 American Community Survey 5-Year Estimates: Language Spoken at Home by Ability to Speak English for the Population 5 Years and Over.

All language groups other than Spanish have estimated populations of less than 1,000 persons and 5% of the total population. The languages that may approach the Safe Harbor Provision threshold in a few years include Tagalog and 'Other Indic' languages. The City will further examine providing services to these language groups in annual reviews of the Title VI Program.

2. The frequency with which LEP persons come into contact with City of Lodi programs, activities, or services.

The City of Lodi regularly assesses the frequency at which staff and drivers have or could possibly have contact with LEP persons. This includes documenting phone inquiries and verbally surveying drivers. The City of Lodi staff and drivers have had frequent interactions with Spanish speaking passengers on all fixed routes. The City posts all notices to passengers in both English and Spanish, provides bilingual fixed route and Dial-A-Ride information Guides, and ensures that all phone recordings have a Spanish option. The Transportation Planner and the Contractor have bilingual capabilities to accommodate requests in Spanish. Other language accommodations are being looked into, including Urdu and Tagalog.

3. The nature and importance of the programs, activities or services provided by the City of Lodi to the population.

Public transportation is an essential service for City of Lodi's residents. The City's 'transit-dependent' population includes elderly persons, people with disabilities, youth, and individuals below the poverty line and without vehicles.

According to the 2009-2011 American Community Survey 3-Year Estimates: Selected Social Characteristics in the United States, the largest geographic concentration of LEP individuals in the City of Lodi's service area is Spanish-speaking. This population is 25.3% of the population over 5 years of age, or an estimated population of 14,735. Those that speak English less than "very well" are 11.8% of the population or an estimated 6,879 people.

There are several social, service, professional and leadership organizations within the City of Lodi service

area that focus on outreach or membership of these LEP individuals. These organizations include but are not limited to El Concilio "Council for the Spanish Speaking" which serves San Joaquin and Stanislaus Counties; San Joaquin Hispanic Chamber of Commerce.

Of the other LEP populations, 'Other Indo-European' and 'Asian and Pacific Island' languages, the proportion of speakers who speak Spanish less than "very well" is much smaller than that of Spanish speakers. The City of Lodi Transit Division will look into providing translated materials to these populations in the future as well.

4. The resources available to the City of Lodi for LEP outreach, as well as the costs associated with that outreach.

The City of Lodi has assessed its available resources that could be used for providing LEP assistance. Because a large percentage of the riders have been identified as Spanish speaking, the City of Lodi employs a Spanish-speaking Transportation Planner who translates rider guides, brochures, posted flyers, policies, and phone call system recordings, among other necessary materials. The City of Lodi GrapeLine also requires, per its Transit Service Contract, that a Spanish-speaking reservationist be available at Lodi Transit Station. This individual handles reservations and assists customers at the customer service window. Either the Transportation Planner or the Spanish-speaking Contract employee hired by the Contractor updates materials as necessary.

The City of Lodi has also analyzed other types of translations that may be necessary, taking into consideration the other languages that may have been requested in the past. This includes, to a limited extent, Urdu and Tagalog.

Language Assistance Plan Outline

After analyzing the four factors, the City of Lodi developed the following Language Assistance Plan to assist persons of limited English proficiency.

How the City of Lodi Staff may identify an LEP person who needs language assistance:

- Examine records of requests for language assistance from past meetings and events to determine the possible need for assistance at future events;
- When City of Lodi -sponsored workshops or conferences are held, set up a sign-in sheet table, have a staff member greet and speak to each attendee to informally gauge their ability to speak and understand English. The staff member will ask a question that requires a full sentence reply to verify proficiency;
- Have the Census Bureau's "Language Identification Flashcards" at City of Lodi events so that individuals can self-identify as needing translation assistance when the language is other than Spanish (which will be automatically provided). Although staff may not be able to assist at the meeting, they will be able to provide translated materials after the event, and the cards will be a tool to identify language needs for future meetings. Language Identification cards will also be available at Lodi Station lobby at the reception desk and will be used by reservationists;
- Survey drivers and other front-line staff, such as dispatchers, on an annual basis at the beginning of each fiscal year regarding their experience on having any direct or indirect contact with LEP

individuals.

Language Assistance Measures

The City of Lodi will continue to implement the following procedures:

- Census Bureau's "Language Identification Flashcards" will be located at the Customer Service window in Lodi Station at all times.
- The computer(s) located at the Customer Service window in the lobby of Lodi Station have an online translation tool added to the favorites listing for easy access via Microsoft Internet Explorer. Blocks of text can be translated and printed for the LEP customer to read. This will aid the staff in the interpretation of services on a one on one basis for LEP individuals visiting Lodi Station.
- If an individual is a Spanish-speaker, the City of Lodi has a Spanish-speaking reservationist available at Lodi Station (per Transit Service Contract requirement). This individual handles reservations and assists customers at the customer service window.
- 'Google Translate' Online Translation tool will be available on the transit website
- When an interpreter is needed, in person or on the telephone, and the City of Lodi staff has exhausted the above options, staff will first attempt to determine what language is required. Staff will utilize the telephone interpreter service - Language Line Services at <http://www.language.com/>.

City of Lodi Staff Training

All City of Lodi Transit Administrative staff will be provided with the LAP Plan and will be educated on the following procedures. This information will also be part of the staff orientation process for new hires. Training topics are listed below:

- Understanding the Title VI policy and LEP responsibilities;
- Language assistance services the City of Lodi offers;
- Use of LEP "Language Identification Cards" for the Census Bureau;
- How to access the 'Google Translate' translation tool via the Customer Service computer in the Lodi Station lobby;
- How to use the "Language Line" interpretation and translation services;
- Documentation of language assistance requests;
- How to handle a Title VI and/or LEP complaint

Outreach Techniques

City of Lodi will use the following outreach techniques:

- When staff will be hosting a meeting or workshop or will be presenting a pertinent topic, all meeting notices and flyers and agendas will be printed in Spanish, and an alternative language if it is

determined that such language is necessary.

- When running a general public meeting notice, staff will state that a translator will be available in Spanish, or in another language as determined to be necessary. The included clause will be similar to, “A (insert alternative Language) translator will be available”. For example: “Un traductor del idioma español estará disponible”, or “A Spanish translator will be available”.
- In addition to the existing Spanish language translations of key print materials, the City of Lodi will provide translation of schedules, maps, and notices in languages otherwise determined to be necessary, and will make these available at Lodi Station, and on board vehicles.

Monitoring and Updating the Language Assistance Plan

The City of Lodi's Transit System Language Assistance Plan is designed to be easily updated. At a minimum, the City of Lodi will follow the Title VI Program update schedule of submission every 3 years.

Each update of the LEP Plan will examine plan components including:

- How many LEP persons were encountered annually?;
- Were the needs of these LEP persons met?;
- What is the current LEP population in the City of Lodi service area?;
- Is a change needed in the types of language translation services provided?;
- Is there still a need for continued language assistance for previously identified City of Lodi Transit System programs? Are there other programs that should be included?;
- Have the City of Lodi's available resources, such as technology, staff, and financial costs changed?;
- Has the City of Lodi fulfilled the goals of the LAP Plan?; and
- Were any complaints received?

Dissemination of the City of Lodi Language Assistance Plan

The City of Lodi will include the Language Assistance Plan along with the Title VI Program on the City of Lodi transit website (www.lodi.gov/transit). Any person, including social service, non-profit, and law enforcement agencies and other community partners with internet access will be able to access the plan. Copies of the Language Assistance Plan will be provided, on request, to any person(s) requesting the document via phone, in person, by mail or email. LEP persons may obtain copies/translations of the plan upon request.

Any questions regarding this plan should be directed to the City of Lodi Title VI Coordinator:

City of Lodi Title VI Coordinator
221 West Pine Street
PO Box 3006
Lodi, California 95240
Phone: (209)333-6706

Appendix LAP-1: 2009-2011 American Community Survey 3-year Estimates: Lodi, CA and State & County QuickFacts Lodi (city), CA

2009-2011 American Community Survey 3-Year Estimates: Lodi, CA				
Estimated 2012 Total Population from State & County QuickFacts: 63,301				
Language Spoken at Home	Estimate	Margin of Error (+/-)	Percent	Percent Margin of Error (+/-)
Population 5 years and over	58,183	653	58,183	(X)
English only	39,289	1,809	67.5%	2.9
Language other than English	18,894	1,635	32.5%	2.9
<i>Speak English less than "very well"</i>	9,070	1,226	15.6%	2.1
Spanish	14,735	1,617	25.3%	2.8
<i>Speak English less than "very well"</i>	6,879	1,201	11.8%	2.1
Other Indo-European languages	2,451	717	4.2%	1.2
<i>Speak English less than "very well"</i>	1,307	568	2.2%	1.0
Asian and Pacific Islander languages	1,163	474	2.0%	0.8
<i>Speak English less than "very well"</i>	682	300	1.2%	0.5
Other languages	545	528	0.9%	0.9
<i>Speak English less than "very well"</i>	202	228	0.3%	0.4

Sources:

"Selected Social Characteristics in the United States: 2009-2011 American Community Survey 3-Year Estimates"

Weblink:

http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_3YR_DP02&prodType=table

and

"State & County QuickFacts, Lodi (city), California"

Weblink: <http://quickfacts.census.gov/qfd/states/06/0642202.html>

Appendix LAP-2: 2007-2011 American Community Survey 5-year Estimates: Language Spoken at Home By Ability to Speak English for the Population 5 Years and Over

	Lodi city, California	
	Estimate	Margin of Error
Total:	57,793	+/-488
Speak only English	39,758	+/-1,316
Spanish or Spanish Creole:	14,003	+/-1,163
Speak English "very well"	7,028	+/-953
Speak English less than "very well"	6,975	+/-842
French (incl. Patois, Cajun):	109	+/-68
Speak English "very well"	102	+/-63
Speak English less than "very well"	7	+/-12
French Creole:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Italian:	138	+/-70
Speak English "very well"	104	+/-65
Speak English less than "very well"	34	+/-35
Portuguese or Portuguese Creole:	37	+/-42
Speak English "very well"	37	+/-42
Speak English less than "very well"	0	+/-95
German:	281	+/-133
Speak English "very well"	239	+/-118
Speak English less than "very well"	42	+/-42
Yiddish:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Other West Germanic languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Scandinavian languages:	88	+/-108
Speak English "very well"	88	+/-108
Speak English less than "very well"	0	+/-95
Greek:	18	+/-26
Speak English "very well"	1	+/-6
Speak English less than "very well"	17	+/-24
Russian:	33	+/-40
Speak English "very well"	17	+/-20
Speak English less than "very well"	16	+/-20
Polish:	22	+/-33
Speak English "very well"	22	+/-33
Speak English less than "very well"	0	+/-95
Serbo-Croatian:	10	+/-15
Speak English "very well"	10	+/-15
Speak English less than "very well"	0	+/-95
Other Slavic languages:	0	+/-95
Speak English "very well"	0	+/-95

Speak English less than "very well"	0	+/-95
Armenian:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Persian:	167	+/-261
Speak English "very well"	36	+/-58
Speak English less than "very well"	131	+/-203
Gujarati:	29	+/-50
Speak English "very well"	29	+/-50
Speak English less than "very well"	0	+/-95
Hindi:	20	+/-40
Speak English "very well"	20	+/-40
Speak English less than "very well"	0	+/-95
Urdu:	207	+/-225
Speak English "very well"	19	+/-24
Speak English less than "very well"	188	+/-215
Other Indic languages:	706	+/-327
Speak English "very well"	252	+/-160
Speak English less than "very well"	454	+/-211
Other Indo-European languages:	165	+/-175
Speak English "very well"	39	+/-41
Speak English less than "very well"	126	+/-144
Chinese:	165	+/-127
Speak English "very well"	79	+/-73
Speak English less than "very well"	86	+/-70
Japanese:	85	+/-47
Speak English "very well"	51	+/-40
Speak English less than "very well"	34	+/-29
Korean:	194	+/-165
Speak English "very well"	80	+/-81
Speak English less than "very well"	114	+/-92
Mon-Khmer, Cambodian:	39	+/-70
Speak English "very well"	26	+/-46
Speak English less than "very well"	13	+/-24
Hmong:	44	+/-64
Speak English "very well"	0	+/-95
Speak English less than "very well"	44	+/-64
Thai:	7	+/-12
Speak English "very well"	7	+/-12
Speak English less than "very well"	0	+/-95
Laotian:	24	+/-36
Speak English "very well"	0	+/-95
Speak English less than "very well"	24	+/-36
Vietnamese:	29	+/-43
Speak English "very well"	0	+/-95
Speak English less than "very well"	29	+/-43
Other Asian languages:	63	+/-105
Speak English "very well"	15	+/-26
Speak English less than "very well"	48	+/-79
Tagalog:	806	+/-381

Speak English "very well"	430	+/-268
Speak English less than "very well"	376	+/-167
Other Pacific Island languages:	214	+/-165
Speak English "very well"	136	+/-110
Speak English less than "very well"	78	+/-63
Navajo:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Other Native North American languages:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
Hungarian:	25	+/-39
Speak English "very well"	25	+/-39
Speak English less than "very well"	0	+/-95
Arabic:	240	+/-291
Speak English "very well"	140	+/-169
Speak English less than "very well"	100	+/-127
Hebrew:	0	+/-95
Speak English "very well"	0	+/-95
Speak English less than "very well"	0	+/-95
African languages:	39	+/-67
Speak English "very well"	27	+/-47
Speak English less than "very well"	12	+/-21
Other and unspecified languages:	28	+/-32
Speak English "very well"	28	+/-32
Speak English less than "very well"	0	+/-95

Source:

"2007-2011 American Community Survey 5-Year Estimates: Language Spoken at Home By Ability to Speak English for the Population 5 Years and Over"

Weblink:

http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_11_5YR_B16001&prodType=table